



County of Los Angeles Community & Senior Services Workforce Investment Act (WIA)

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WIA OPERATIONS ADULT AND DISLOCATED WORKER QUARTERLY CONTRACTORS' MEETING

**Webinar
January 12, 2011**

Agenda:

Welcome and Introductions

WorkSource System Updates

Innovations in the WIA System

Update from WIA Divisions

Program Updates

- EDD Data Validation Review
- Veterans' Policy
- Co-Enrollment Procedures
- ARRA Customer Transition
- EDD Findings
- Technical Assistance Update
- Directives Update
- 2011 Quarterly Contractors' Meetings

Questions and Answers

WorkSource System Updates

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**Executive
Directors' (ED)
Retreat held on
12/08/2010**

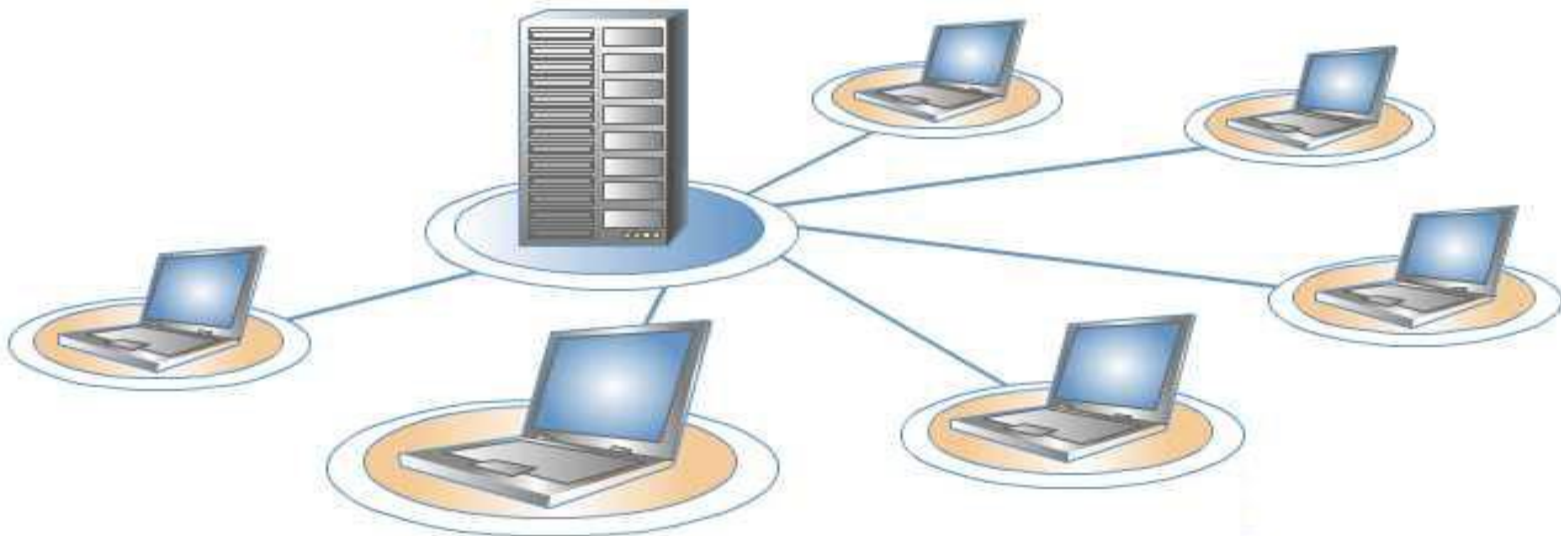
Briefing on the issues
impacting the WIA
Program

Provided an opportunity
for ED's to network with
other ED's

Obtain the feedback of
EDs'

Learning Management System (LMS) Training

- Web-Based Training
 - Which combines
 - ✦ learning,
 - ✦ collaboration, and
 - ✦ performance management technologies



Innovations in the WIA System

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Automated Performance Reports

Formula Youth Placement Outcomes

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COMMUNITY & SENIOR SERVICES

WIA Formula Youth Placement Outcomes

07/01/09 through 06/30/10

Agency	In-School Enrollments	Out-of-School Enrollments	Exited	Entered Employment	Entered Post-Secondary Educ	Entered Advanced Training	Total Unduplicated Placements	% Placed
	(a1)	(a2)	(b)	(c)	(d)	(e)	(f)	(g)=(f)/(b)
ASIAN AMERICAN DRUG ABUSE PRGM	4	5	9	1	3	0	4	44%
CAREER PARTNERS -ROSEMEAD	132	48	124	27	55	4	78	63%
CATHOLIC CHARITIES OF L.A.	152	221	188	50	111	14	154	82%
CATHOLIC CHARITIES-FF PROJECT	26	71	70	13	37	2	49	70%
CENTRAL SGV (GOODWILL INDUS)	122	102	143	38	32	5	66	46%
COMMUNITIES IN SCHOOLS	39	32	45	8	8	0	16	36%
COMPTON CAREERLINK	69	45	16	4	5	1	9	56%
DOOR OF HOPE COMMUNITY CENTER	36	18	39	3	7	7	16	41%
GOODWILL INDUSTRIES POMONA	41	48	84	16	20	1	31	37%
HUB CITIES CONSORTIUM	225	158	148	20	84	0	99	67%
JEWISH VOCATIONAL SERVICES	18	20	28	12	12	1	19	68%
LA COUNTY OFFICE OF EDUCATION	123	138	132	19	43	2	57	43%
LA WORKS - ESGVC	111	79	146	35	71	8	109	75%
MARAVILLA FOUNDATION	53	30	45	6	19	4	23	51%
MEXICAN AMER. OPPORTUNITY F.	25	21	39	19	10	2	24	62%
SASSFA	69	56	88	58	12	8	74	84%
SPECIAL SERVICES FOR GROUPS	41	21	43	13	25	2	35	81%
WATTS LABOR COMMUNITY ACT. C.	11	28	39	5	15	2	22	56%
Total	1,297	1,141	1,426	347	569	63	885	62%

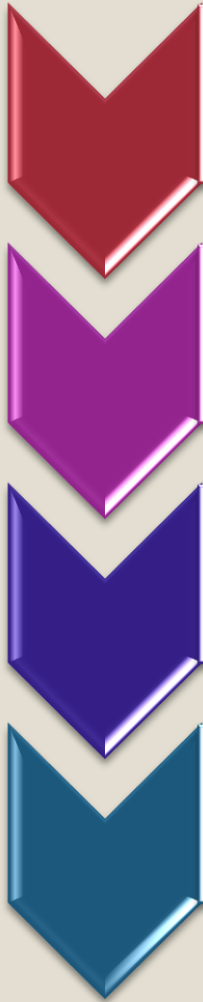
Data as of 10/24/2010



C S S
T total
I Accountability
T total
S Success

STATS Process

9

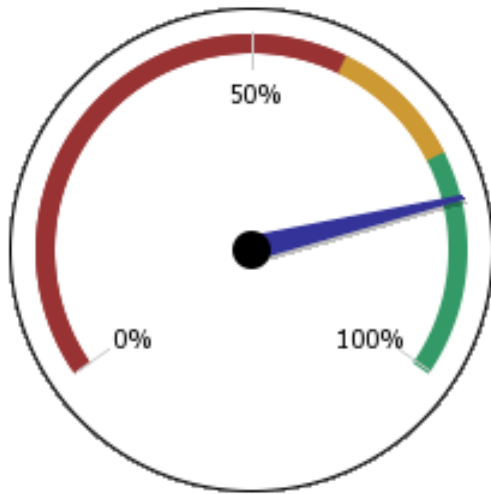
- 
- Accurate and timely data shared by everyone
 - Focuses on results by bringing together all the critical parties.
 - Regular and frequent meetings to review data and develop strategies to improve performance.
 - Relentless commitment to follow-up and assessment of the impact of those strategies on performance.

FY 09-10 Adult Common Measures Data Dashboard

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Target = 74.5%

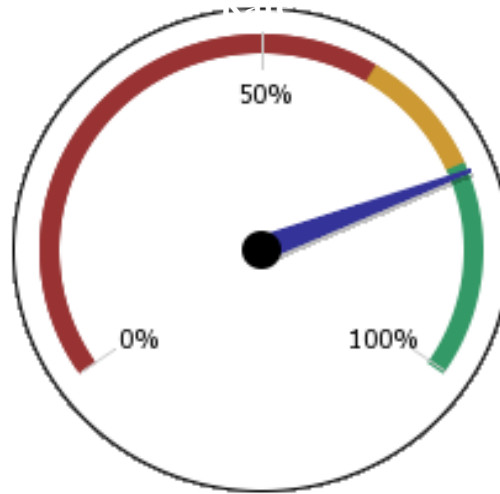
Adult Entered Employment Rate



Actual = 80.6%

Target = 77.5%

Adult Employment Retention



Actual = 77.6%

Target = \$10,800

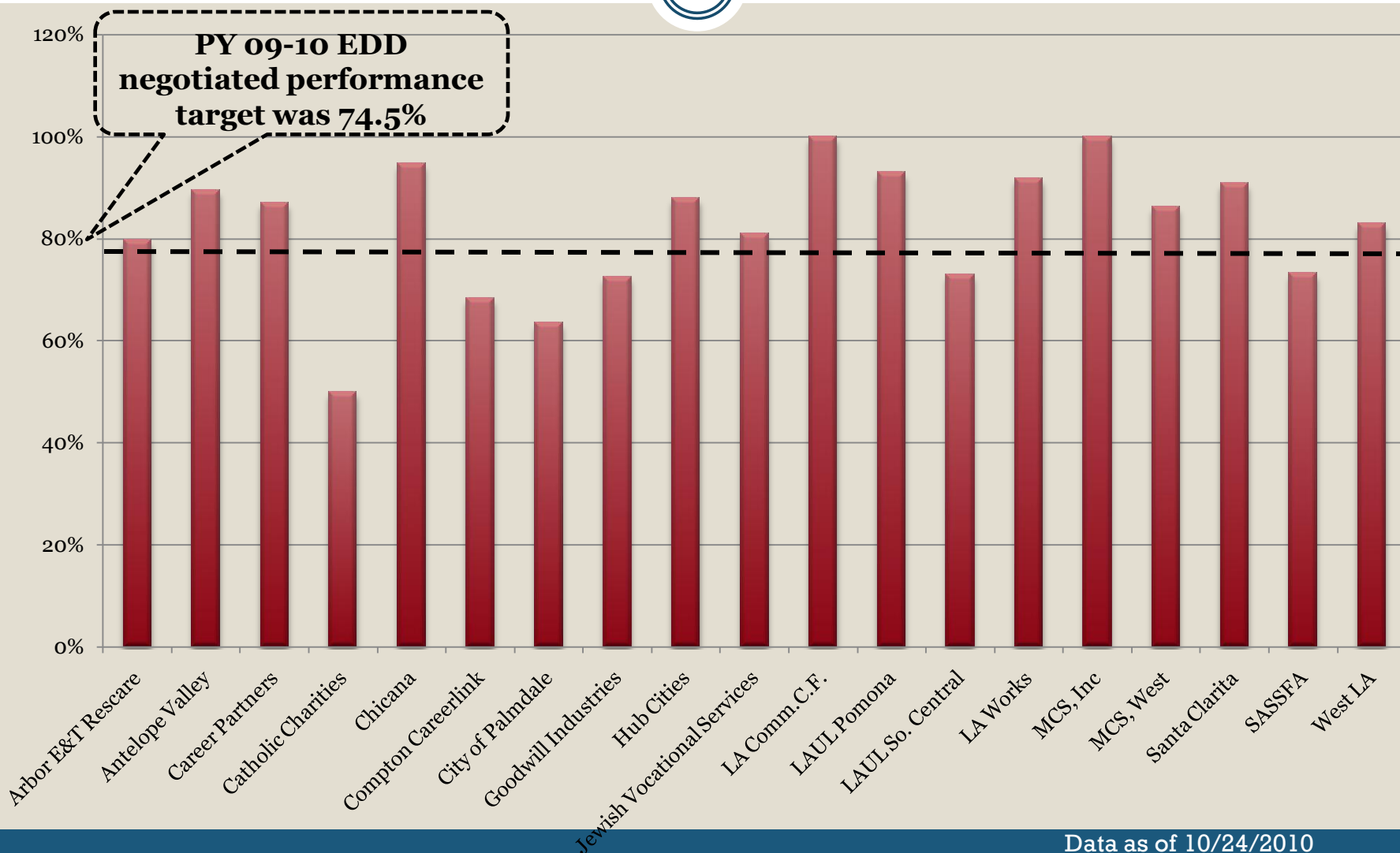
Adult Average Earnings



Actual = \$12,835.20

Adult Entered Employment

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Data as of 10/24/2010

1st Test Stats
Meeting



WIA Provider
Meeting
TBD

Update from WIA Divisions

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Research & Statistics Updates

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Automated Performance Reports

ADW Universal Access and Entered Employment

Data as of 01/10/2011

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WIA Universal Access and Entered Employment Adult and Dislocated Worker Program 07/01/10 through 12/31/10

Agency	Universal Access	Adult & Dislocated Worker Programs			
		Enrolled	Exited	Entered Employment	% Entered Employment
	(Core A)	(a)	(b)	(c)	(c/b)
ANTELOPE VALLEY WORKFORCE DEV	26,567	440	142	85	60%
CAREER PARTNERS -ROSEMEAD	7,077	108	50	49	98%
CENTRAL SGV (GOODWILL INDUS)	22,121	586	117	85	73%
CHICANA SERVICE ACTION CENTER	4,191	59	27	25	93%
CITY OF PALMDALE-SO VALLEY WSC	10,173	189	91	82	90%
COMMUNITY CAREER DEVELOPMENT	247	249	109	105	96%
HUB CITIES CONSORTIUM	17,419	529	249	113	45%
JEWISH VOCATIONAL SERVICES	1,454	42	14	13	93%
LA COMM.C.F. - NORTHEST SFV WSC	14,643	95	16	13	81%
LA URBAN LEAGUE- POMONA	8,131	183	77	72	94%
LA URBAN LEAGUE- SOUTH CENTRAL	16,311	334	91	74	81%
LA WORKS - ESGVC	11,521	391	102	89	87%
MANAGED CAREER SOLUTIONS, INC.	1,817	93	30	24	80%
MANAGED CAREER SOLUTIONS, WEST	5,392	218	110	104	95%
RESCARE WORKFORCE SERVICES	18,276	336	89	74	83%
RESCARE WORKFORCE SERVICES FF	2,568	99	38	30	79%
SASSFA	17,368	381	159	136	86%
WEST LA WORKFORCE (JVS)	13,221	96	11	11	100%
Total	198,497	4,428	1,522	1,184	78%

Automated Performance Reports

Adult Planned to Actual Performance Report

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Data as of 01/10/2011



COMMUNITY & SENIOR
SERVICES

**WIA Plan To Actual
Adult Program
Grant Code 102, 201
FY 2010-2011 As of December 31, 2010**

DRAFT

Agency	Enrollments					Exits			Trained (Exited)			Entered Employment		
	Carryover		New											
	Planned	Actual	Planned	Actual	% Completed	Planned	Actual	% Completed	Planned	Actual	% Completed	Planned	Actual	% Completed
	(a)	(b)	(c)	(d)	(d)/(c)	(e)	(f)	(f)/(e)	(g)	(h)	(h)/(g)	(i)	(j)	(j)/(i)
ANTELOPE VALLEY WORKFORCE DEV	141	125	32	90	281.2%	88	74	84.1%	2	8	400.0%	71	49	69.0%
CAREER PARTNERS -ROSEMEAD	26	25	14	35	250.0%	16	33	206.2%	0	1	N/A	12	32	266.7%
CENTRAL SGV (GOODWILL INDUS)	214	212	80	129	161.2%	94	59	62.8%	15	34	226.7%	60	38	63.3%
CHICANA SERVICE ACTION CENTER	24	24	42	25	59.5%	48	25	52.1%	3	12	400.0%	29	23	79.3%
CITY OF PALMDALE-SO VALLEY WSC	52	52	40	67	167.5%	50	53	106.0%	0	10	N/A	45	44	97.8%
COMMUNITY CAREER DEVELOPMENT	56	56	125	80	64.0%	125	48	38.4%	38	36	94.7%	94	45	47.9%
HUB CITIES CONSORTIUM	148	149	112	191	170.5%	141	177	125.5%	39	91	233.3%	100	81	81.0%
JEWISH VOCATIONAL SERVICES	10	10	8	7	87.5%	8	5	62.5%	2	0	0.0%	8	4	50.0%
LA COMM.C.F.- NORTHEST SFV WSC	25	25	11	5	45.5%	11	5	45.5%	0	2	N/A	7	4	57.1%
LA URBAN LEAGUE- POMONA	40	39	52	52	100.0%	60	46	76.7%	2	15	750.0%	53	42	79.2%
LA URBAN LEAGUE- SOUTH CENTRAL	63	65	58	135	232.8%	55	59	107.3%	3	3	100.0%	51	47	92.2%
LA WORKS - ESGVC	58	67	48	40	83.3%	67	27	40.3%	0	10	N/A	53	26	49.1%
MANAGED CAREER SOLUTIONS, INC.	8	8	8	15	187.5%	9	6	66.7%	8	5	62.5%	9	3	33.3%
MANAGED CAREER SOLUTIONS, WEST	49	49	35	44	125.7%	53	49	92.5%	24	26	108.3%	34	44	129.4%
RESCARE WORKFORCE SERVICES	113	111	57	60	105.3%	84	46	54.8%	8	13	162.5%	57	36	63.2%
RESCARE WORKFORCE SERVICES FF	74	46	26	19	73.1%	48	24	50.0%	4	8	200.0%	30	19	63.3%
SASSFA	58	104	20	33	165.0%	22	67	304.5%	4	21	525.0%	16	59	368.8%
WEST LA WORKFORCE (JVS)	22	22	10	14	140.0%	12	6	50.0%	2	1	50.0%	12	6	50.0%
Total	1,181	1,189	778	1,041	133.8%	991	809	81.6%	154	296	192.2%	741	602	81.2%

Automated Performance Reports

DW Planned to Actual Performance Report

Data as of 01/10/2011

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COMMUNITY & SENIOR
SERVICES

**WIA Plan To Actual
Dislocated Worker Program
Grant Code 105, 108, 501
FY 2010-2011 As of December 31, 2010**

DRAFT

Agency	Enrollments					Exits			Trained (Exited)			Entered Employment		
	Carryover		New											
	Planned	Actual	Planned	Actual	% Completed	Planned	Actual	% Completed	Planned	Actual	% Completed	Planned	Actual	% Completed
	(a)	(b)	(c)	(d)	(d)/(c)	(e)	(f)	(f)/(e)	(g)	(h)	(h)/(g)	(i)	(j)	(j)/(i)
ANTELOPE VALLEY WORKFORCE DEV	160	150	51	79	154.9%	124	68	54.8%	3	5	166.7%	102	36	35.3%
CAREER PARTNERS -ROSEMEAD	13	30	13	21	161.5%	10	20	200.0%	0	1	N/A	9	20	222.2%
CENTRAL SGV (GOODWILL INDUS)	163	163	41	88	214.6%	53	58	109.4%	3	42	1,400.0%	35	47	134.3%
CHICANA SERVICE ACTION CENTER	4	4	31	6	19.4%	26	2	7.7%	5	1	20.0%	22	2	9.1%
CITY OF PALMDALE-SO VALLEY WSC	37	37	27	37	137.0%	33	41	124.2%	2	9	450.0%	30	41	136.7%
COMMUNITY CAREER DEVELOPMENT	31	31	58	84	144.8%	67	63	94.0%	19	15	78.9%	52	62	119.2%
HUB CITIES CONSORTIUM	70	129	65	60	92.3%	136	72	52.9%	27	44	163.0%	106	32	30.2%
JEWISH VOCATIONAL SERVICES	17	17	10	8	80.0%	10	9	90.0%	4	5	125.0%	9	9	100.0%
LA COMM.C.F. - NORTHEST SFV WSC	58	58	12	7	58.3%	21	11	52.4%	0	4	N/A	15	9	60.0%
LA URBAN LEAGUE- POMONA	53	53	50	41	82.0%	72	32	44.4%	2	16	800.0%	54	31	57.4%
LA URBAN LEAGUE- SOUTH CENTRAL	69	67	64	67	104.7%	92	32	34.8%	13	4	30.8%	74	27	36.5%
LA WORKS - ESGVC	118	274	33	20	60.6%	151	77	51.0%	0	37	N/A	137	65	47.4%
MANAGED CAREER SOLUTIONS, INC.	18	28	26	42	161.5%	30	24	80.0%	12	16	133.3%	30	21	70.0%
MANAGED CAREER SOLUTIONS, WEST	27	75	22	50	227.3%	25	61	244.0%	10	37	370.0%	25	60	240.0%
RESCARE WORKFORCE SERVICES	139	139	32	27	84.4%	43	43	100.0%	9	13	144.4%	35	38	108.6%
RESCARE WORKFORCE SERVICES FF	4	20	9	14	155.6%	5	14	280.0%	0	8	N/A	5	11	220.0%
SASSFA	147	144	23	104	452.2%	72	93	129.2%	7	54	771.4%	54	78	144.4%
WEST LA WORKFORCE (JVS)	39	39	44	21	47.7%	65	5	7.7%	8	2	25.0%	55	5	9.1%
Total	1,167	1,458	611	776	127.0%	1,035	725	70.0%	124	313	252.4%	849	594	70.0%

Contract Management Updates

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ADW/Rapid Response

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- **Under expenditures-**

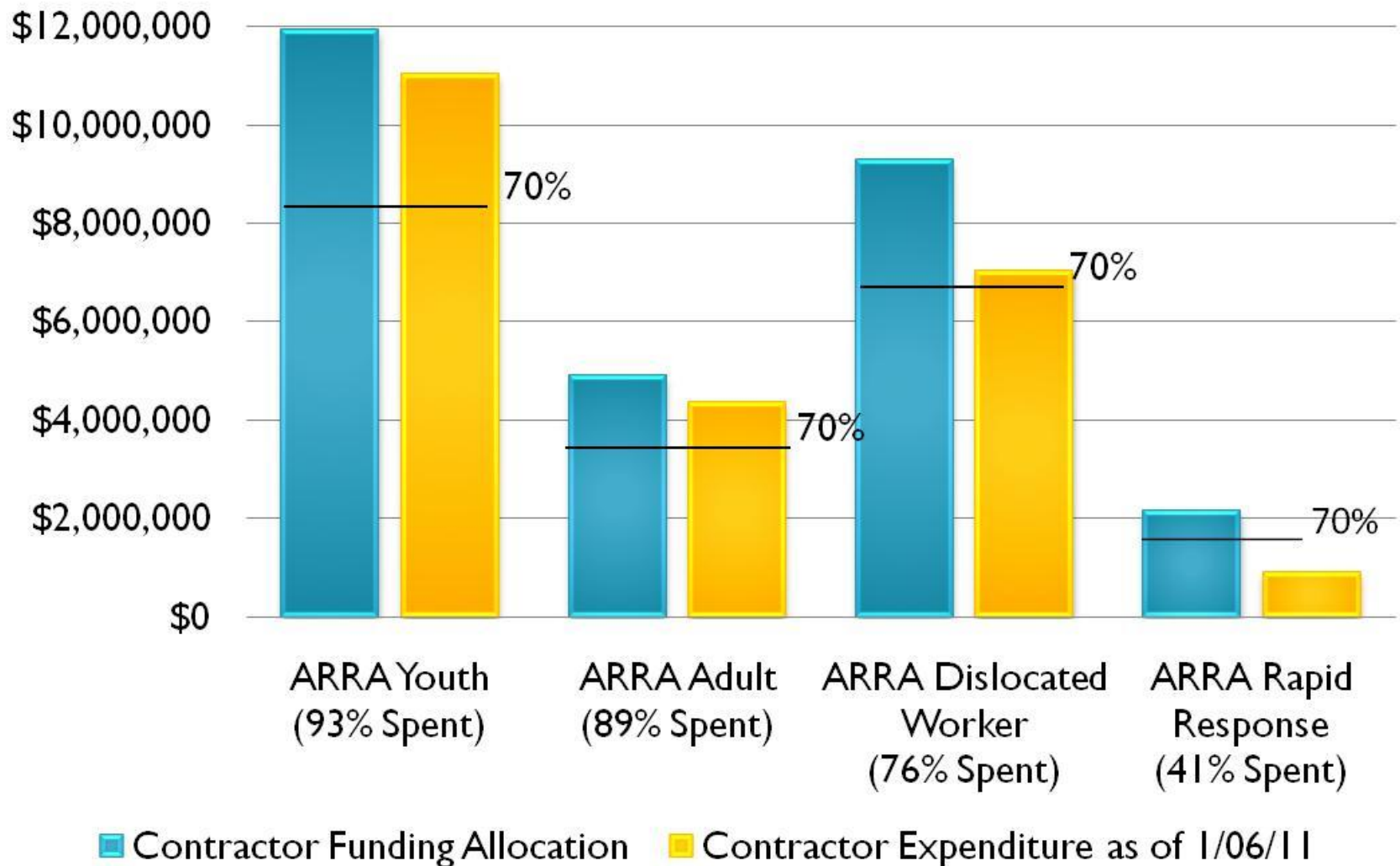
- CMD to begin distributing formal letters, on a quarterly basis, to Contractors who reflect under expenditures. First letter will encompass under expenditures for the period Oct 2010-Dec 2010 and will be sent by Jan 13, 2011
- Letter will request Contractor to provide written justification detailing reasons for under expenditures and corrective action plan addressing steps which will be taken to resolve the issue

Financial Management Updates

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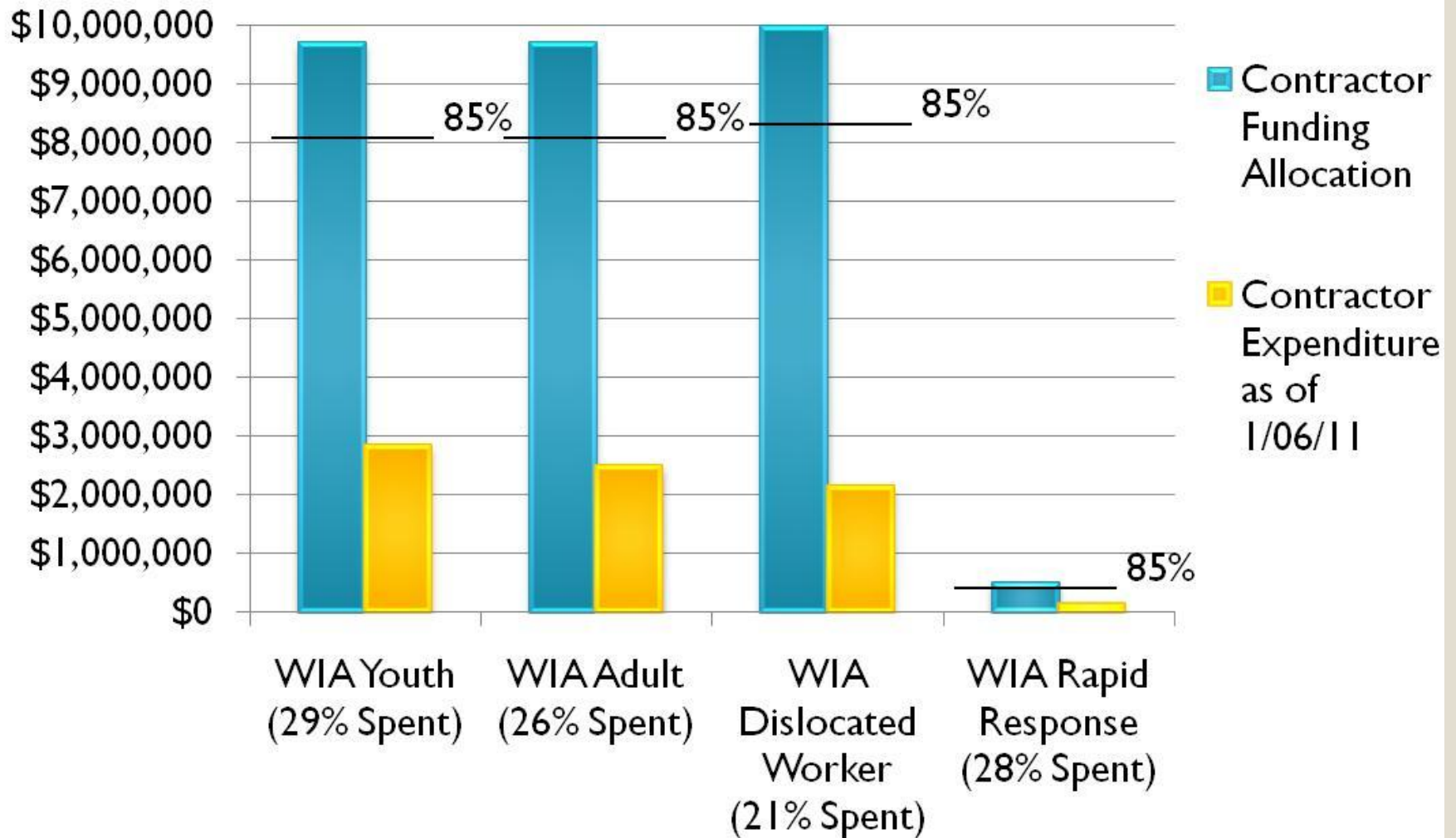
ARRA Contractor Expenditures

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WIA Formula FY10-11

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Accrual Reporting Requirements



- Directive WIAD10-05: Accrual Financial Reporting Requirements #1
 - Consistent, Accurate and Timely reporting of Accrued Expenditures for WIA/ARRA Programs.
 - Must be reported on a Cumulative Basis.
 - Accruals will not be reimbursed.
- Repeated instances of Inconsistent, Incomplete and Untimely Reporting will result in Corrective Action.

What is an Accrued Expenditure?



- **Accrued Expenditures**

- Charges incurred and recorded, but not yet paid for, during a report period.
 - ✦ Goods and other tangible property received
 - ✦ Services performed by employees, subcontractors, and other payees
 - ✦ Other amounts owed with no current services or performance required (annuities, insurance claims, etc.)

- **Supporting Documentation**

- Must be documented based on what needs to be paid, historical data or some other reasonable methodology.

Program Updates

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EDD Data Validation

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Update on Employment Development
Department (EDD) Data Validation
Review



EDD Review for the week of
January 10-14



Total of 31 Agencies
• Adult and Dislocated Worker and Youth



261 Files Requested for Review



Veteran's Policy

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“It is the responsibility of the public workforce system to provide priority of service to all veterans and eligible spouses”

Veteran's Policy

“It is the responsibility of the public workforce system to provide priority of service to all veterans and eligible spouses”

- **Definition of a Veteran:**

A veteran who is eligible or spouse of an eligible veteran who is entitled to receive priority of services is a person who has served at least one day in the active military, naval, or air service, and who was discharged or released from service under any condition other than a condition classified as dishonorable is a covered person. This definition includes Reserve units and National Guard units activated for Federal Service.

Sources

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- Jobs for Veterans Act (JVA), PL 107-288, signed into law on November 7th, 2002.
- The following provide guidance details of the requirements of State Workforce Agencies, LWIB and One-Stop Career Centers:
 - Implementation of Priority of service issued through Training and Guidance Letter (TEGL) No.10-09
 - Veterans' Program Letter (VPL) No. 07-09
 - Protocol for Implementation of Priority of service for Veterans and Eligible Spouses issued through TEGL No. 15-11
 - DOL's Toolkit for Hiring Veterans issued through EDD Information Notice #WSIN10-32

5% Veteran Priority

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- The Los Angeles County WIB has approved a policy requiring that five percent (5%) of all WIA/ARRA Adult Program funds be expended on services for eligible participants who are veterans, defined in WIA Section 101(49) as follows:
 - ***“The term ‘veteran’ means an individual who served in the active military, naval or air service, and who was discharged or released from such services under conditions other than dishonorable.”***

Recruitment/Referral Process

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An Eligible Veteran and/or Eligible Spouse are indentified at the WSC by:

Targeted recruitments thru self-identifiers:

- WSC Sign-in sheets
- Hire a Veteran events – Employer recruitments
- WIA Universal Services questionnaires or checklists
- WIA orientation

Co-Enrollment Procedures

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Co-Enrollment

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Must be:

Necessary

- Funding
- Customer Choice
- Customer Benefit

Documented

- Separate file for funding stream
- Separate file by agency

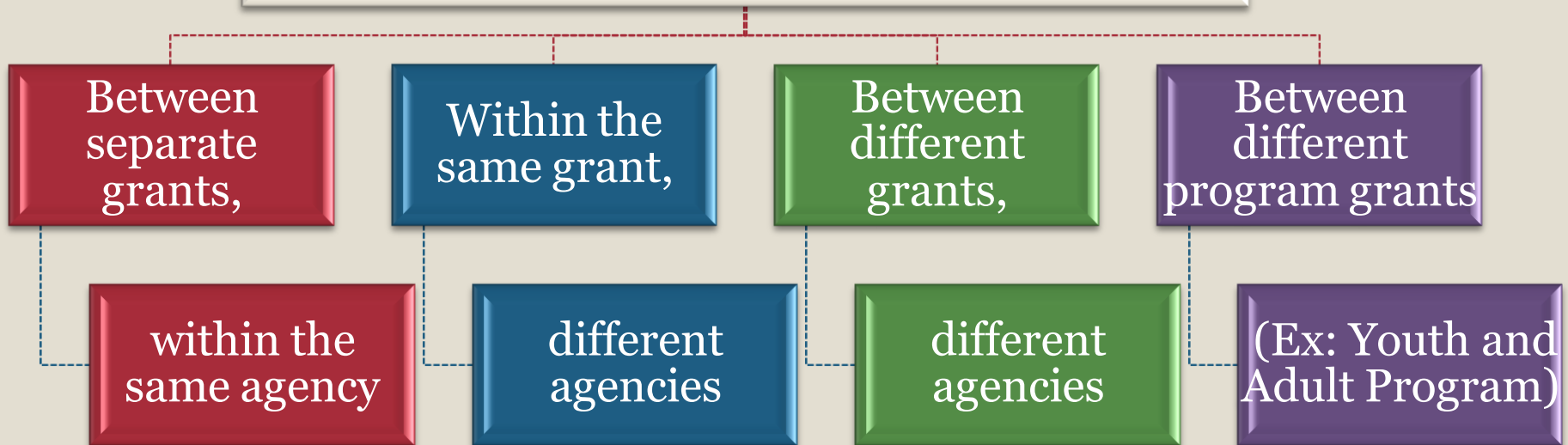
Carefully Monitored

- Avoid duplication of services

Co-Enrollment

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Examples:



***Reference:**

- ADW Co-Enrollment Liaison Contact List
- Co-Enrollment of WIA Participants, EDD Informational Notice, WIAB03-7

Co-Enrollment Procedures

If your:	And you want to co-enroll into the:	Application Form (WIA EWIR)	Enrollment/Registration Form (WIA EWIE)	Exit Form (EWIT)
Project is continuing and services will be provided by another WIA funding source	SAME ENTITY (same 3-letter subgrantee code)	A new application form and eligibility redetermination is not necessary because they tie to the original application form.	A new enrollment form that tracks the additional WIA service will need to be initiated in the new co-enrolled funding source to track the services under that grant code. Complete both enrollment forms using the WIA funding grant code that provides the activities.	Once all services for the individual have been completed and it is time to exit the individual, make certain all activities have appropriate completion codes, and enter one exit form into the JTA system.
Project is continuing and services will be provided by another WIA funding source	DIFFERENT ENTITY (different 3-letter subgrantee code)	A new application form must be entered into the JTA system using the new subgrantee code.	A new enrollment form that tracks the additional WIA service will need to be initiated in the new co-enrolled funding source to track the services under that grant code. Complete both enrollment forms using the WIA funding grant code that provides the activities.	In conjunction with the partnering service provider, once all services for the individual have been completed and it is time to exit the individual, make certain all activities have appropriate completion codes on the EWIE, and enter one exit form for each application for the participant.

ARRA Customer Transition

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ARRA Customer Transition

If your:	And you want to co-enroll into:	Application Form (WIA EWIR)	Enrollment/Registration Form (WIA EWIE)	Exit Form (EWIT)
Project is ending	Alternate WIA funding stream within the SAME ENTITY (same 3-letter subgrantee code)	New application form and eligibility redetermination is not necessary because they tie to the original application form.	<p>For those activities that the individual has completed, please be sure to use the completion code number 1, "Completed," with the actual completion date.</p> <p>On the original EWIE, for activities that the individual has not yet completed, use completion code number 2, "Not completed/Involuntary," with a completion date of the end of the project. This shows that it is not the individual's fault that the project and it's funding has ended.</p> <p>A new enrollment form that tracks the additional WIA services will need to be initiated for the new co-enrolled project. Complete a new enrollment form using the other WIA funding grant code. Use the day after the ending project date as the beginning date.</p>	Once all services for the individual have been completed and it is time to exit the individual, make certain all activities have appropriate completion codes, and enter one exit form for the participant.

ARRA Customer Transition

If your:	And you want to co-enroll into:	Application Form (WIA EWIR)	Enrollment/Registration Form (WIA EWIE)	Exit Form (EWIT)
Project is ending	Alternate WIA funding stream with a DIFFERENT ENTITY (different 3-letter subgrantee code)	A new application form must be entered into the JTA system using the new subgrantee code.	Enrolled activities on the original application should be coded as outlined above but also enroll the participant into the appropriate non-WIA activity code or co-enrollment code to show that they continue services. Estimate the expected future end date of their service at the other entity.	<p>Non-LWIAs: The State will monitor the estimated end date of the project and will exit the participant based on the activity end date provided on the original EWIE.</p> <p>LWIAs: Once all services for individual have been completed and it is time to exit the individual, make certain all activities have appropriate completion codes, and enter one exit form for each application for the participant.</p>

EDD Findings

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I.

- Equal Employment Opportunity (EEO) & Grievance Procedures

II.

- Training Policies and Procedures
 - i. Training Plans
 - ii. Individual Training Account (ITA)

EEO & Grievance Procedures

*Due to EDD
noting
inconsistencies
through the
entire system.

- LA County has drafted new EEO documents to be used for the following:
 - Agency Posting
 - Customer File Documentation
 - Information to be provided to Customer
- Currently pending EDD approval

Overview on Training Policies & Procedures

- EDD noted inconsistencies with the following:
 - ITA exceeding the approved amount
 - Appropriate documentation to:
 - ✦ Link training to employment
 - ✦ Demonstrate customer choice

Overview on Training Policies & Procedures

Sources:

- LACOD-WIADo8-9: Individual Training Accounts
- D-DWA-00-044: Individual Training Accounts (ITA's)

- Definition:
- *“The ITA is established on behalf of a participant. WIA title I adults and dislocated workers purchase training services from eligible providers they select in consultation with the case manager. Payments from ITAs may be made in a variety of ways, including the electronic transfer of funds through financial institutions, vouchers, or other appropriate methods. Payments may also be made incrementally; through payment of a portion of the costs at different points in the training course.”*

Overview on Training Policies & Procedures

- **Need:**
 - The needs identified in a participant's individual employment plan;
- **Amount:**
 - ITA may not be written in an amount that exceeds \$7,500*;
- **Length:**
 - Maximum duration (training period) is 12 months from enrollment;
- **Link to Employment:**
 - Documentation on how training programs be directly linked to the local employment area or other employment area if participant is willing to relocate

**Waivers must be granted by CSS prior to enrollment for amounts that exceed the maximum*

Overview on Training Policies & Procedures

- *Documentation of :*
 - Participants' **eligibility** requirements;
 - Participants' **participation** in core and intensive service;
 - **Identification and selection** of appropriate training program through the assessment of participants' needs;
 - **Customer choice** in the selection of eligible training providers from I-Train. (Note: Must use Local Labor Market information and Employment opportunities information) .
 - Linkage to **occupations in demand** either in the local area or in another area to which the individual is willing to relocate; and
 - **Fund coordination** for other sources of grant assistance including Federal Pell Grants. (Note: Is mandatory).

Technical Assistance

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**Technical Assistance Schedule
PY 2010-2011
WIA and WIA/ARRA Adult, Dislocated Worker
and Rapid Response CONTRACTS**

AGENCY	DATE OF VISIT
Compton WorkSource Center-CCD	08/24/2010
LA Urban League City of Pomona WorkSource Center	08/31/2010
LA Urban League WorkSource Business and Career Ctr.	09/22/2010
LA WORKS WorkSource Center	10/07/2010
Hub Cities WorkSource Center	11/17/2010
West San Gabriel Valley WorkSource Center	12/02/2010
Antelope Valley WorkSource Center	12/07/2010
West Hollywood WorkSource Center-JVS	1/4/2011
SASSFA WorkSource Center	1/6/2011
Central San Gabriel Valley WorkSource Center- Goodwill	1/26/2010
Career Partners WorkSource Center	2/10/2011
East Los Angeles Employment and Business Center- Arbor E&T	2/15/2011
Chicana Service Action Center- East Los Angeles WorkSource	3/01/2011
West Los Angeles Worksource Center-CPC/JVS	3/15/2011
Northeast San Fernando Valley WorkSource Center	3/29/2011
South Valley WorkSource Center	4/12/2011
MCS/API Mini-Career Center	4/26/2011



Technical Assistance Update

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Improvements

- Eligibility for Dislocated Worker
 - 6 Categories
- Selective Service Registration
- Enrollment subsequent to participant registration

Areas of Concern

- Case Notes
 - Accuracy and
 - Documentation
- Individual Employment Plan (IEP) Execution
- Duration of Customers in the WIA Programs

Recent Directives:

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WIA ADY D-10-06

- Dated: 11/2/2010
- On-the-Job Training National Emergency Grant

WIAB 10-03

- Dated: 12/8/2010
- Mandatory Quarterly Contractors Meeting Schedule

Quarterly Meetings Schedule for the Year

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DATES	Meeting Type	TIMES	
		YOUTH	ADULT/DW
WED. JANUARY 12, 2011	Webinar	9:00 AM - 11:30 AM	1:30 PM - 4:30 PM
WED. APRIL 13, 2011	Webinar	9:00 AM - 11:30 AM	1:30 PM - 4:30 PM
WED. JULY 13 , 2011	Location: CSS	9:00 AM - 11:30 AM	1:30 PM - 4:30 PM
WED. OCT. 12, 2011	Webinar	9:00 AM - 11:30 AM	1:30 PM - 4:30 PM

Questions and Answers

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